

Ascot Dental Surgery

New Road Ascot Berkshire SL5 8QB

Tel: 01344 885797

Email: ascotdentist@outlook.com

Cancellation & Failed-to-Attend Policy

(Mixed NHS & Private Dental Practice)

At Ascot Dental Surgery, we aim to provide timely, high-quality dental care to all patients. Missed appointments or short-notice cancellations reduce our ability to offer care to those who need it. To ensure fair access, we ask all patients to follow the policy below.

Cancellation Notice

We require a minimum of **2 full working days' notice** to cancel or reschedule an appointment. If less notice is given, a **late-cancellation fee may apply**.

Sundays and bank holidays are **not** counted within this notice period. For example, appointments scheduled for a Monday or the day after a bank holiday must be cancelled earlier to meet the required notice timeframe.

Failed-to-Attend (FTA)

If you do not attend your appointment and have not contacted us in advance, this will be recorded as a **Failed-to-Attend**.

Private Patients

- A failed-to-attend fee will be charged.

NHS Patients

- NHS regulations do not allow us to charge for missed NHS appointments.
- Repeated FTAs may result in NHS treatment being withdrawn at our practice.

We normally send email reminders 1–2 days before appointments. However, delivery cannot be guaranteed, as it depends on both our email provider and yours.

For this reason, you should not rely solely on reminders as your only prompt to attend. We cannot accept responsibility for missed appointments caused by non-delivery of reminders, regardless of the reason.

Fees — Private Patients

- A fee is payable for late cancellations or failed-to-attend appointments.
- Fees must be settled before further appointments can be booked.

NHS Patients

- No fees can be charged for missed NHS appointments.
- Repeated missed or short-notice cancellations may result in removal from our NHS patient list.

Repeated Missed Appointments

Patients who repeatedly fail to attend or cancel at short notice may be removed from our patient list, as this affects our ability to provide care to others.

Exceptional Circumstances

We understand that unexpected situations can arise. If you are unable to attend, please contact us as soon as possible so we can take your circumstances into consideration.